

CD OPS STATUS TASK FORCE

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Recommended Template

- * Major Events and Incidents
- * Incidents
- * Problems
- * Changes
- * Releases
- * Announcements/Other

Example

- * Major Events and Incidents
- * Incidents
 - * -----> Additional Incidents
- * Problems
 - * -----> Additional Problems
- * Changes
- * Releases
- * Announcements/Other

Recommendations

- * Focus on items that impact service delivery and users.
- * Include information on who affected and for how long.
- * Reportable items should fit approximately on a page.
 - * Encourages people to pay attention
- * Visuals whenever possible
- * Can include items that aren't brought up specifically at the ops meeting. (Additional/Other)

Discussion

Extra Slides

Template

* - Major Incidents & Incidents

- * Number of incidents
- * (Distribution of) Time to resolution
- * Classification
- * plots, outages, % availability, trends

Template

* - Problem Management

- * Number of problems - New, closed, open,
- * (Distribution of) Time to resolution
- * Classification
- * plots, trends

Template

- * **Change Management**

- * Proposed, approved
- * Schedule of Future Changes

- * **Release Management**

- * Number, successful, rolled back

- * **More Details and Project Status**

Presentation

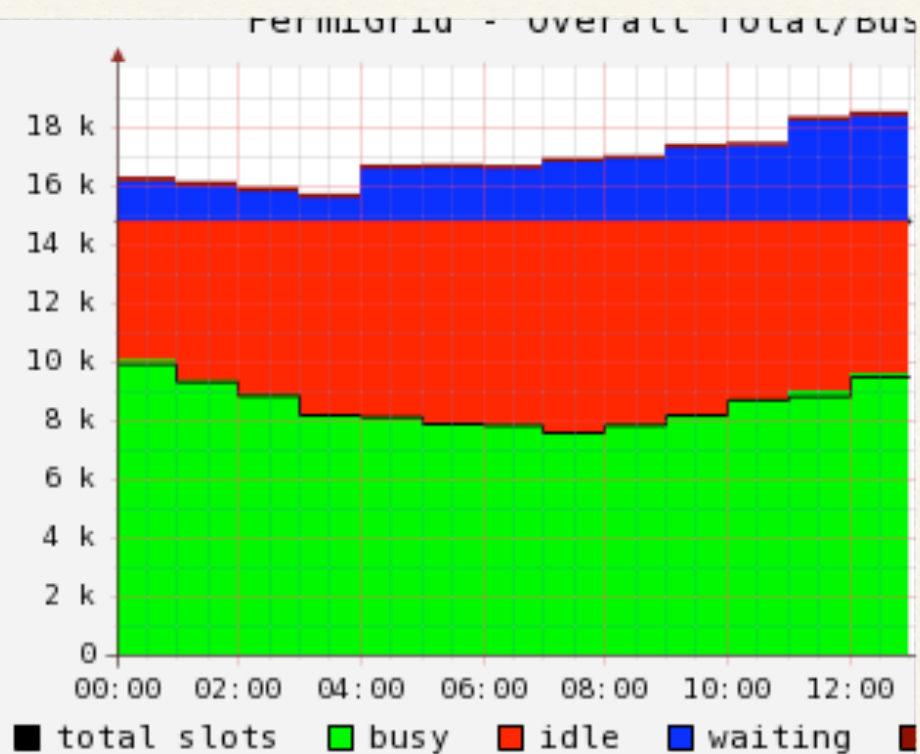
- * 'Dashboard' philosophy for presentations
 - * Visual
 - * Summarizing
 - * Highlight important interesting issues

Charge - To Examine:

- * The expected content of the Monday operations meeting reports.
- * An analysis of the SCF quadrant Monday operations reports from the recent past.
- * Suggestions for possible changes to the Monday reports from SCF. These could include the following possibilities: No changes required; Small changes to some or all of the reports; Major modifications of the reports; A complete overhaul of the reports and how they are written and delivered.
- * Any other suggestions that the task force comes up with.

What Vicky Would Like

- * More visuals
- * More trends
- * How are we doing
- * No project status
- * But where is this brought to her attention?



	Maximum	Average	Minimum
Total	14807	14807	14807
Busy	10083	8574	7607
Idle	7199	6232	4723
Waiting	3561	1981	775
Held	133	111	96
Running	9947	8534	7599

Merged data from all FermiGrid clusters betw
Plot generated on 07-Oct-2008 13:14:59

Other Suggestions

- * Format not mandated although ITIL vocabulary should be used when appropriate.
- * Glossary of ITIL terminology being created

Glossary

* Incident



* Major Incident



* Problem



→ * Service

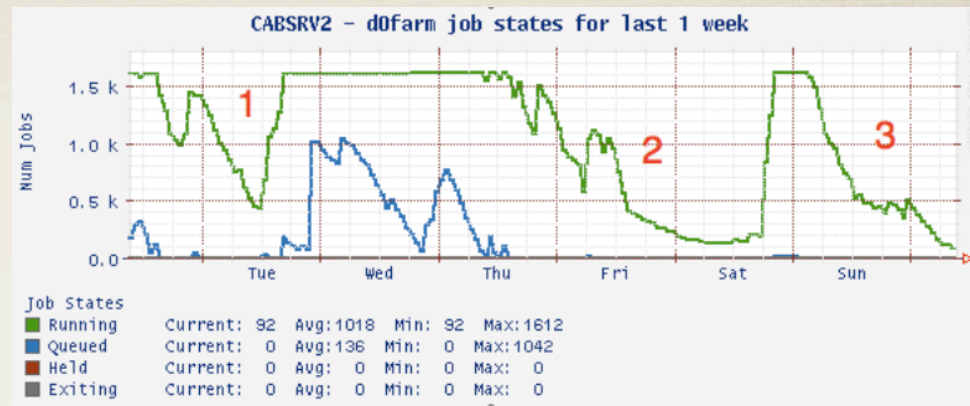
→ * Release

→ * User



Presentation

* Adam's plot



- * Effort reporting for operational activity trends useful
- * Present based on activity milestones and metrics from tactical plans
- * All plots on a single page and just give URL